

Premium Support Package



Count on Spectracom Premium Support Package to minimize down time and help keep your operations in sync.

Spectracom products are designed to provide the highest levels of reliability. Should one of our products experience a problem, the Premium Support Package assures you a fast resolution that will get your operations up and running in the shortest possible time. Combined with our industry-leading, five-year warranty, a Spectracom Premium Support Package is an investment you can make with confidence. The result is peace of mind. When time counts, count on Spectracom Premium Support Package to minimize down time and to help keep your operations in sync.

Spectracom offers a Premium Support Package on select equipment.

THE PACKAGE PROVIDES THE FOLLOWING:

- **24/7 emergency technical customer support** for down mission-critical systems
- **Express 24-hour loaner service¹** that is sent out the next business day
- **Free loaners^{1,2}** (normally a \$250/month minimum charge)
- **Priority repair service**—first-class rank for repair service (standard 10–14 days)
- **Automatic notification of new releases** including maintenance releases and new features

HOW TO OBTAIN AFTER-HOURS SERVICE

After purchasing your Premium Support Package, you will be sent the exclusive 24/7 Emergency Technical Support phone number.

Pricing: 15% of purchase price per year within 30 days of purchase. 18% of purchase price per year after 30 days of purchase.

Extended warranties are also available.

For more information, please contact your Spectracom sales representative.

¹ Shipping charges may apply.

² SAASM receivers not included.